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June 19, 1995

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Mr. William F. Caton
Acting Secretary
Federal Communications Commission
Washington, DC 20554

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF SECRETARY

RE: *Ex Parte* Filing - CC Docket No. 92-256 (GTE ONA)

Dear Mr. Caton:

The following responses and materials were prepared by Mike Drew of GTE at the request of Ms. Rose Crellin and Ms. Lisa Gelb in the above matter.

This response is keyed to the numbered item in the June 2, 1995 ex parte filing emanating from the June 1, 1995 meeting.

1. Q. Respond by June 30, 1995 on the status of the BSEs in GTE's ONA Plan that were not proposed to be placed in the access tariffs (i.e., GTE will place into tariffs, GTE will file waivers, or GTE will not place into tariffs and why).

A. GTE will place the following additional BSEs, identified in GTE's ONA Plan, into GTE's federal and state ONA tariffs:

Generic Name	GTE Product Name
Calling Directory Number	Caller ID
Delivery - via ICLID	
Carrier Selection On	800 Service
Reverse Charge	
Message Waiting Indicator -	Message Waiting Indication- Audible
Activation (Audible)	
Uniform 7 Digit Access Number-	Foreign Exchange
Remote Call Forwarding	
	Signaling Arrangements
	Priority - Packet
	Megaconnect Service (SMDS)
	Message Waiting Indication-
	Audible Ring Burst

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GTE will file a Special Permission Waiver for the following additional GTE BSEs, identified in GTE's ONA Plan:

Generic Name	GTE Product Name
Called Directory Number	Direct Inward Dialing
Delivery via DID	Billed Number Screening
	ControlLink DCS

The Waiver will ask that GTE not be required to offer the above features as ONA services in the access tariffs and that GTE be allowed to reference these GTE products in the access tariffs as other optional features which may be available in connection with Switched Access Service and Private Line Service and are provided under GTE's local and general exchange service tariffs. This approach is consistent with effective RBOC ONA Tariffs.

The following response and materials were prepared by Mike Drew of GTE at the request of Ms. Rose Crellin via conference call on June 6, 1995 in the above matter.

Q. Provide further information on the GTE files/data bases which are classified as "Primary-Fragmented". In particular, clarify how the GTE account representatives that can market enhanced services will be restricted from gaining access to these files/data bases if they are not password ID protected.

A. The following GTE files/data bases are accessed by "Off-line" support personnel for service order entry:

COPS	(Customer Order Processing System)
DMSS	(Direct Marketing Sales System)
EXACT	(Exchange Access Control and Tracking)

These Off-line service order entry personnel are support personnel which do not directly answer incoming calls from customers. These personnel have access to the files/databases for the purpose of entering service orders which have been sent to the group from sales vendors or have been sent to the ordering center via facsimile, mail, and electronic data transmission. The DMSS system is also utilized to track the sales by the various outside vendors for the purpose of commission payments.

The following GTE files/data bases are accessed by "Billing Support" or "Network Technical Support" administrative personnel for resolution of billing and customer network facility inquiries:

BVT	(Billing Voucher and Treatment)
CABS	(Carrier Access Billing System)
CBAS	(Customer Billing Access System)
CBIS/OMAR	(Customer Billing and Information System)
CBS	(Customer Billing Services System)

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The Billing Support personnel will answer calls directed to them, per customer menu selection via the interactive voice response system (IVR) associated with an 800 number, or are contacted by sales representatives to assist in billing questions from a customer that they may have on-line. The Network Technical Support personnel use information in the files/data bases to assist a customer that may be having difficulties due to network congestion, etc. These two types of administrative personnel are not sales representatives.

The following GTE files/data bases are accessed by "Technical Support" personnel:

OPT-A-PRICE

These Technical Support personnel enter a sales plan into this system, which in turn reprices the services and enters the order back into CABS.

The following GTE files/data bases are accessed by "Marketing Support" personnel:

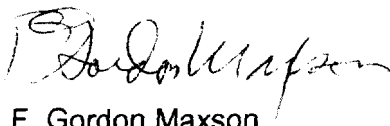
BUCU (Business Customer)
SKS (Select Knowledge System)

These Marketing Support personnel use the files/data bases to generate reports for use in the marketing of GTE products and services.

As outlined in GTE's ONA Implementation Plan (pages 22-23), all employees having access to customer records will be retrained to ensure that proper procedures are followed. All of the above Off-line Support, Billing Support, Network Technical Support, Technical Support, and Marketing Support personnel will be instructed that it is improper for them "to assist another employee in obtaining improper access to CPNI by any means, including disclosure of user identification numbers or otherwise providing unauthorized access to such data bases." The training will specify that any employee who violates the CPNI restriction procedures is subject to warning, suspension or dismissal.

Two copies of this Notice are hereby filed with the Secretary of the Commission in accordance with Section 1.1206(a)(2) of the Rules. Please include this letter in the record of this proceeding.

Sincerely,



F. Gordon Maxson
Director - Regulatory Affairs

C: Ms. Rose Crellin
Ms. Lisa Gelb